ActiveMONTGOMERY QUICK START GUIDE:
Creating a New Customer Account

This guide is intended to assist customers with creating a new ActiveMONTGOMERY customer account on www.ActiveMONTGOMERY.org. This account can be used for accessing services from the Community Use of Public Facilities, Montgomery Parks, and Montgomery County Department of Recreation. Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.
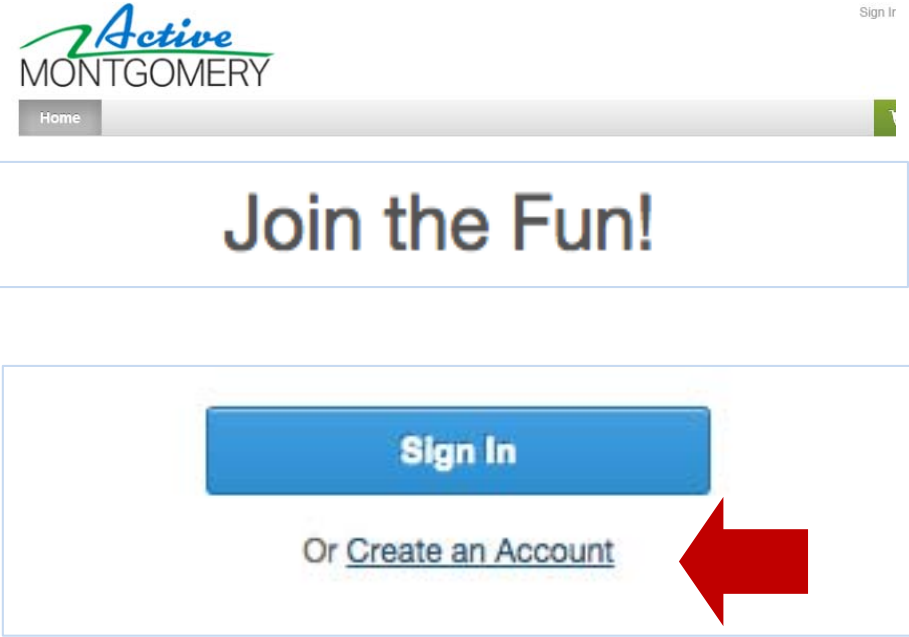
Please note:
- While the steps will stay consistent, some images may slightly differ as the new site is customized and updated.
- Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.
- The application is also in "the cloud", so processing may be slow at times. Please wait for each new page to load. Your patience during this transition is greatly appreciated.
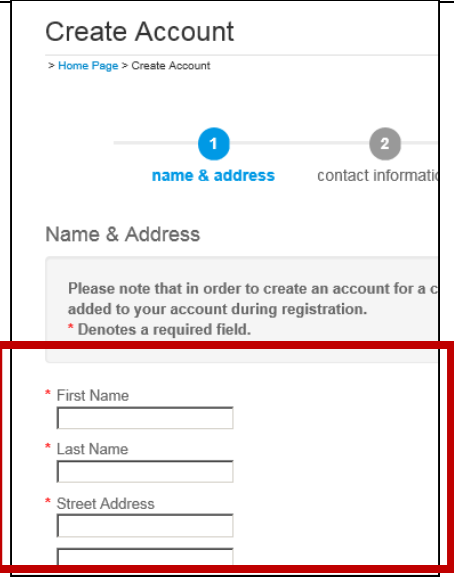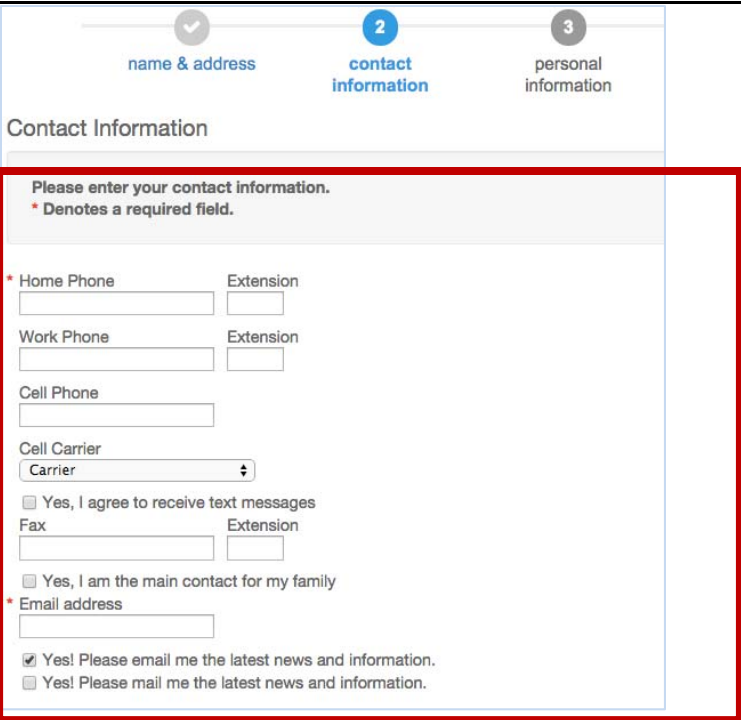- For security reasons, do not share your account with others.

Advance account creation customers

If you received a notice regarding the new reservation system prior to July 3, 2015, you were selected based on your past use of a school or other buildings scheduled by CUPF. Although not all modules have been enabled, we are offering you an opportunity to create an account in advance of the fall submission window.

If you need assistance during the advance account creation period please email cupf@montgomerycountymd.gov

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Step	Action	
1.	*Go to* http://www.montgomerycountymd.gov/cupf/ *Select enroll-me*	
2.	From the Home Page, click on the **Create an Account**. Create an Account Note: If you receive a message indicating that an account already exists for this email, please see **"Duplicate Account or Forgot Password"** instructions in the following section.	

3.	Fill out the Name and Address form completely, including all required fields marked by an asterisk (*)	
4.	Fill out the Contact Information form completely, including all required fields marked by an asterisk. *All correspondence will be delivered to the Email provided.*	

| 5. | Fill out the Personal Information form completely, including all required fields and questions.

Select "Adult/Guardian" unless you are creating an account for a minor dependant.

Select "Yes" if you will also be using this account on behalf of an organization. Enter the complete name(s) of organization(s) represented.

Ex. Scouts 1000/Boy not Scouts

As needed you will be contacted for additional information to create the organization profile linked to your account. | Personal Information

Please enter your personal information.
* Denotes a required field.

Role in Family
Adult / Guardian

* Gender
Male

Users must be 13 years of age or older.
* Date of Birth
06/01/1930

* Customer Type
General Public

Geographic Area
Please select your Geographic Area...

Medical Alert

Questions
* Will you need an ADA (Americans with Disabilities Act) disability accommodation, such as Assistive Listening/Auxiliary Devices, Sign Language Interpreters?
No

Will you be representing one or more organization(s) for facility reservation purposes?
Yes

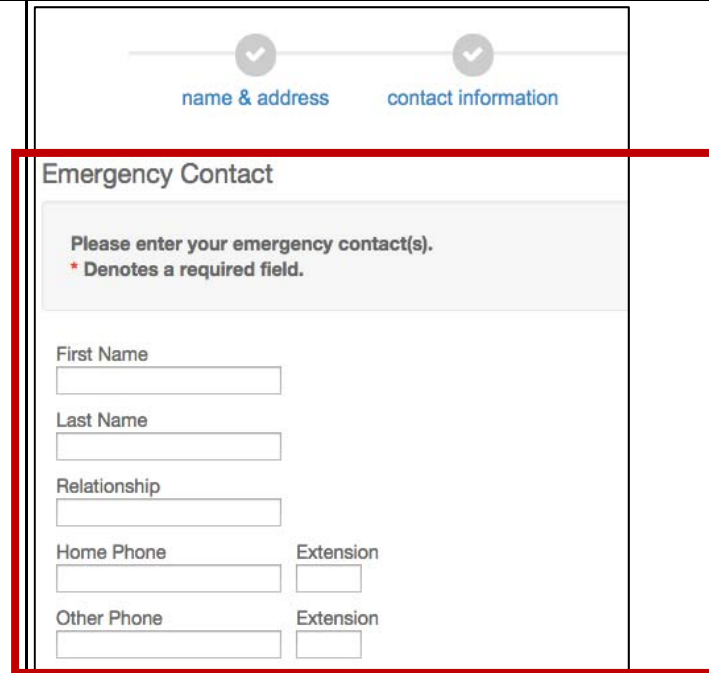* Please enter the name(s) of the organization(s) that you represent.
Disney World

Do you plan to conduct events (e.g., meeting, religious service, etc.) at Montgomery County Public Schools?
Yes

How did you hear about us? |

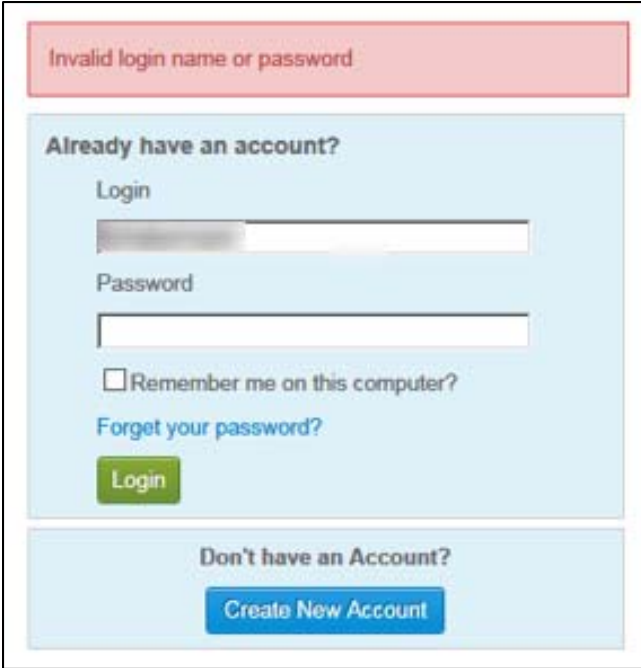|		
6.	Fill out the Emergency Contact form (Only required for family accounts)	
7.	Fill out the Account Information form completely, including all required fields. Click Create Account **Create Account**	

	Duplicate Account or Forgot Password	
	If you receive the "Invalid Login Name or Password" error message, then your email is already associated with an existing account. Follow the steps below to resolve.	
Step	**Action**	
1	Click **"Forget your Password?"** Forget your password?	

2	Enter your email address in the Email field. Click **"Submit"**. Submit A temporary account password will be emailed to you.	**Forgot Password** Enter your email address, and we will send you a new password. * Email [ ] Cancel Submit
3	Retrieve your temporary password from your email. Follow the prompts to change your password by entering in the provided temporary password and different password of your choice. Click **"Save"**. Save New Password must be different than Current Password	**ActiveNet Change Password** You must change your password in order to proceed because your current password was system-generated. * Login Name [ ] * Current Password [ ] * New Password [ ] * Confirm New Password [ ] Cancel and Return Home Save

Updating Account Information	
Select My Account	Welcome, Liz My Account | My Wish List | Sign Out Home 🛒 My Cart **Join the Fun!** Welcome to YOUR ORGANIZATION. We are proud to offer a wide range of activities and events for the whole family! **My Account**
At this screen select Change your Account Address or Personal information (Please note-not all information can be edited) Scroll and update/add your information If you are not able to update a field, such as date of birth, let us know at your convenience. For security reasons, please do not share your account with others.	**• Account Activity** 　◦ Show Your Daily Schedules 　◦ Show and Manage your Wish List 　◦ List Account Deposits 　◦ List Account Credits 　◦ List of Prior Transactions 　◦ List Scholarships 　◦ List Saved Credit Cards **• Online Services** 　◦ View Your Shopping Cart 　◦ Logoff **• Account Settings** 　◦ Change Your Password 　◦ Change Account Address or Personal Information 　◦ Change Information about Family/Friends **• Payment Details** 　◦ Pay on Account 　◦ List of Account Payments 　◦ View Account Payment Details 　◦ Change Auto-Charge Payments